

**CITY OF ST. MARYS, GEORGIA
CLASS SPECIFICATION**

CLASS TITLE: IT MANAGER
DEPARTMENT: INFORMATION TECHNOLOGY
REPORTS TO: FINANCE DIRECTOR

CLASS CODE: 1043
FLSA STATUS: E
DATE: 06/13

JOB SUMMARY:

This position is responsible for managing the daily operations of the City's computer network including software and hardware linking computer systems in various departments and divisions. The IT Manager provides assistance to City staff with desktop computer problems requiring expert troubleshooting and problem analysis skills.

As a municipal organization, the City of St. Marys is an emergency provider of services. Some emergency situations, including weather related emergencies, may necessitate City of St. Marys employees to assist in areas of work which may not be directly related to the employees specific job function, but which will be within the physical capabilities, training, and skills of the employee.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Responsible for maintaining the overall health of the City's computer network system. Troubleshoots and resolves problems with the City computer network. Designs and implements solutions to ensure a minimum delay for employees using the network.

Designs, implements, and manages the infrastructure of the local area network (LAN), including installing hardware and software, maintaining back-up systems, testing data validity and security and monitoring network activity.

Researches and maintains knowledge of current network computing technologies to ensure the City's awareness of state-of-the-art software and hardware. Coordinates with Department Heads in planning for future acquisitions and upgrades to equipment and software.

Acts as a technical expert to assist City employees with complex desktop computer hardware and software problems.

Reviews, tests, and determines whether desktop computers and various hardware components meets City standards for quality and network compatibility. Recommends items for purchase or to be placed on approved purchase lists for departments.

Develops and utilizes systems to monitor and maintain the computer network.

Maintains telephone network.

Maintains video/audio recording systems.

Develops technical specifications and system requirements for Request for Proposals (RFP's). Reviews bids and proposals and makes recommendation for vendor selections.

Maintains documentation of the network system including installations, problems, repairs and upgrades.

Installs and maintains network software and hardware linking City employees and departments.

Set up network and e-mail accounts for new employees.

Provides training to other Department staff and City employees on the network system and how to use the various capabilities of the software.

Works with other Department staff to implement and resolve problems associated with communications methods and protocols used between various City computer systems.

Moves computers from one location to another. Sets up and tests new computer hardware configurations, performs diagnostics on desktop and network systems, connects cables, disassembles and replaces parts as needed. Inspects network cables. Uses computer diagnostic equipment.

Develop and maintain existing Official City website.

Manages e-mail accounts and server, manages domain name server database.

Maintains a current knowledge of technological advancements and trends within the information technology field.

Ensures software licensing compliance; maintains inventory records and purchases additional licenses as needed.

Oversees network systems for user compliance with policies and procedures.

Develops and maintains wiring standards for network systems.

Maintains equipment inventory and passwords database.

Installs, maintains, evaluates, and recommends software solutions.

Develops and implements computer training programs for network users.

Performs customer support services.

Manages policies and projects.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

AS 400

General Office Equipment

Computer

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's Degree in info systems, computer science or related field and;

Three to four years of progressively responsible related experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job

Licenses and Certifications:

Microsoft Certification

Certified Netware Engineer (CNE) Certificate

MCSE or MCNE

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Knowledge of DOS operating system and Microsoft Windows NT, 2000 XP

Knowledge of network operating systems capabilities and functions

Knowledge of DOS operating system and Microsoft Windows.

Knowledge of principles and practices used in the administration of network computer systems.

Knowledge of routers, hubs, bridges, and switches.

Knowledge of network operating systems.

Knowledge of telephone networks.

Knowledge of video/audio recording systems.

Knowledge of the operation of desktop computers.

Knowledge of workstation and desktop operating systems.

Knowledge of the interaction of a variety of word processing, database, spreadsheet, and other software applications with network operating systems

Knowledge of network communications protocols, including Internet protocols and interfacing arrangements.

Knowledge of computer industry standards and information technology trends

Knowledge of client/server programming and applications

Knowledge of database file structures.

Skill in:

Skill in solving computer use problems

Skill in designing and creating web-based content/information

Skill in utilizing a variety of computers, back-up systems, software applications, and wiring and cabling equipment

Skill in oral and written communication.

Mental and Physical Abilities:

Ability to read and interpret documents such as operation and maintenance instructions, procedure manuals, and so forth.

Ability to establish and maintain effective working relationships with others.

Ability to add, subtract, multiply and divide whole numbers, common fractions and decimals.

Ability to analyze and resolve problems involving several variables.

While performing the essential functions of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; see and perceive color and depth; and push, pull and/or lift up to 10 pounds frequently and up to 20 pounds occasionally.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet.

The work is typically performed while sitting at a desk, bending, crouching, or stooping. The employee must occasionally lift heavy objects, climb ladders, use tools or equipment requiring a high degree of dexterity, and be able to distinguish between shades of color.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.